



What Do Our Clients Know?

The PBS 15 Standard Project Milestones

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SHOWCASE
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D'oh!



"Didn't you get my e-mail?"

What Our Clients Are Telling Us

- Poor communication from GSA
 - Communication is the key driver of overall client satisfaction each year of the survey
- Dissatisfaction in key service delivery areas:
 - Budget
 - Schedule
 - Timeliness



The 15 Milestones

1. Customer Request
2. Funds in Place
3. Requirements Finalized
4. Initial Financial Agreement with Customer (e.g. Draft OA or Draft RWA)
5. Acquisition Plan Finalized
6. Design RFP Issued
7. Prime Contract Solicited (e.g. RFP or SFO Issued)
8. Signed Agreement (OA or RWA)
9. Prime Contract Award
10. Design Complete
11. Construction Start / Notice to Proceed
12. Pre-Occupancy Tenant Access
13. Substantial Completion
14. Rent Start
15. Occupancy





Background

- Developed to address customer complaints about communication and their desire to have a consistent roll up of the status of their projects
- Working group narrowed down key milestones that would apply to most projects
- Use of the milestones was made mandatory in FY2009
- Became part of Linking Budget to Performance in 2010
- OCS “shepherding” the measure as a customer-facing activity with multiple business line stakeholders

Challenges

- Systems
 - Where do we capture the information?
- Universe of projects
 - How many projects do we have?
- Which milestones?
 - Not all projects require 15. Which ones do we use?



Going Forward — the 15 PBS Milestones in FY11

- There **will not** be a national or LB2P measure based solely on loading the 15 Milestones into a system of record
- There **will** be multiple measures/project-related initiatives which integrate the 15 Milestones into their related business processes or methods of measurement
- Small Projects (BA80 and BA54) and Large Construction will track multiple milestones as part of the Project Delivery Measure



Going Forward — the 15 PBS Milestones in FY11

- Real Estate Acquisition will track multiple milestones in eLease as part of the Lease Project Delivery Measure
- The Customer Satisfaction Survey (formerly the Realty Transaction Survey) will continue to gauge client satisfaction with project communication and management of the schedule as part of the Customer Satisfaction Measure
- While not a measure, milestones will be used to evaluate project execution of pilot gPM projects



Going Forward — the 15 PBS Milestones in FY11

Main thing to keep in mind:
the 15 Milestones effort is about
communication with our clients regarding
the status of their projects



Questions

